
Chapter 3 — Logging into the ACD queue

General information

There are two different procedures for logging into the ACD queue. The method by which you log in depends on whether your Option 11 system is configured in “Position I.D.” mode or “Agent I.D.” mode. The following procedures describe how to log in and out of the ACD queue for each type of system configuration.

Option 11 configured in “Position I.D.” Mode

Logging into the ACD queue:

- The CAP is in the “Make Set Busy” state.
 - The “Make Set Busy” lamp may or may not be on.
- Pick up the handset.
- Press the “Make Set Busy” key.
 - You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into the ACD queue.
- Press the “Make Set Busy” key or unplug the headset.
 - You are now logged out of the ACD queue.

Option 11 configured in “Agent I.D.” Mode

Logging into the ACD queue:

- The CAP is in the “Make Set Busy” state.
 - The “Make Set Busy” lamp may or may not be on.
- Press the “Make Set Busy” key.
- Enter your agent I.D.

Note: The length and valid range of numbers in your agent I.D. depends on how the “ADS” feature is programmed in LD 23.

You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into ACD queue.
- Press the “Make Set Busy” key on the CAP or unplug the headset.
 - You are now logged out of the ACD queue.